

CHAPTER 1

THE ROLE, COST, AND MANAGEMENT OF HOSPITALITY FACILITIES

CHAPTER 1 MULTIPLE CHOICE

1. Which of the following elements is *not* a way by which a hospitality facility creates a visible, marketable identity for its products?
 - a. the style of signage
 - b. the maintenance of back-of-house areas
 - c. a distinctive color scheme used in interior or exterior design
 - d. the characteristic appearance of the building itself

Answer: b

2. The two primary facility-related operating expenses for a hospitality business are:
 - a. land and insurance.
 - b. financing fees and professional fees.
 - c. accounting services and legal services.
 - d. property operation and maintenance (POM) and utilities.

Answer: d

3. Budgetary responsibility for the POM and utilities expenditures belongs to which of the following departments?
 - a. security
 - b. Accounting
 - c. engineering
 - d. rooms

Answer: c

4. The major element of the utilities expenditure is:
 - a. fuel (gas, oil, propane).

- b. electricity.
- c. steam.
- d. water and wastewater.

Answer: b

5. Which of the following statements regarding a building's initial construction and ongoing maintenance costs is *true*?
- a. There is little correlation between a building's initial construction cost and its ongoing maintenance costs.
 - b. One advantage of higher initial construction cost is that it generally reduces ongoing maintenance costs.
 - c. The more a building costs initially to construct, the more it generally costs to maintain it.
 - d. None of the above is true.

Answer: c

6. Which of the following is *not* a CapEx item?
- a. replacement and refurbishment of FF&E
 - b. structural changes made to meet the regulatory requirements of the Americans with Disabilities Act
 - c. telecommunications trunk line charges
 - d. renovations of building components

Answer: c

7. Which of the following is a consideration when determining whether to repair or replace a piece of equipment?
- a. the age of the equipment
 - b. the availability of parts
 - c. the effects of repair on equipment efficiency
 - d. all of the above

Answer: d

8. Which of the following series best describes the order of priority a facilities manager should establish when approaching a maintenance or repair task?
- a. (1) safety, (2) legality, (3) service
 - b. (1) legality, (2) safety, (3) service

- c. (1) service, (2) legality, (3) safety
- d. (1) safety, (2) service, (3) legality

Answer: a

9. Which of the following expense items is *not* covered by replacement reserve funds?

- a. FF&E
- b. building expansion
- c. building repair
- d. emergency services

Answer: b

10. Functions for which the facilities manager has responsibility include all but which of the following?

- a. contractual and regulatory compliance
- b. parts inventory and control
- c. emergency planning and response
- d. housekeeping services

Answer: d